

## REMARKS

By the subject amendment, Applicant has corrected twenty informalities in the disclosure as filed. No new subject matter has been added.

In addition, Applicant encloses proposed drawing amendments, as follows. Applicant encloses herewith seven sheets of drawings bearing Figures 1, 2, 3, 4, 10, 11 and 12 as filed, with proposed amendments indicated in red ink thereon.

The proposed amendment to Figure 1 is for the purpose of improved clarity.

The proposed amendments to Figure 2 eliminates unnecessary text and separates Figure 2 into figures 2A and 2B, to provide space for letters at least 0.32 cm height, so that subsequent formal drawings may conform with 37 CFR 1.84(p)(3). Figures 2A and 2B may appear on separate pages in subsequent formal drawings. These proposed amendments are in conformity with the corrections to informalities in the disclosure as proposed above.

The proposed amendments to Figure 3 eliminates unnecessary text and separates Figure 3 into figures 3A and 3B, to provide space for letters at least 0.32 cm height. Figures 3A and 3B may appear on separate pages in subsequent formal drawings. Reference numbers are added to clarify the relationship between proposed figures 2A, 3A and 4A. These proposed amendments are in conformity with the corrections to informalities in the disclosure as proposed above.

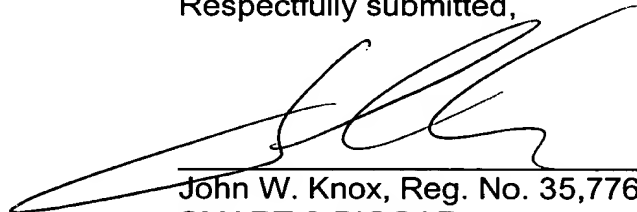
The proposed amendments to Figure 4 eliminates unnecessary text and separates Figure 4 into figures 4A and 4B, to provide space for letters at least 0.32 cm height. Figures 4A and 4B may appear on separate pages in subsequent formal drawings. Reference numbers are added to clarify the relationship between proposed figures 2A, 3A and 4A. These proposed amendments are in conformity with the corrections to informalities in the disclosure as proposed above.

The proposed amendment to Figure 10 adds a reference number in conformity with the corrections to informalities to the disclosure.

The proposed amendments to Figures 11 and 12 are for increased clarity.

Applicant also encloses herewith twelve sheets of proposed formal drawings incorporating the proposed changes. No new subject matter has been added. Applicant respectfully requests the Examiner's approval of the proposed changes at an early date, so that the proposed formal drawings may be forwarded to the Official Draftsperson.

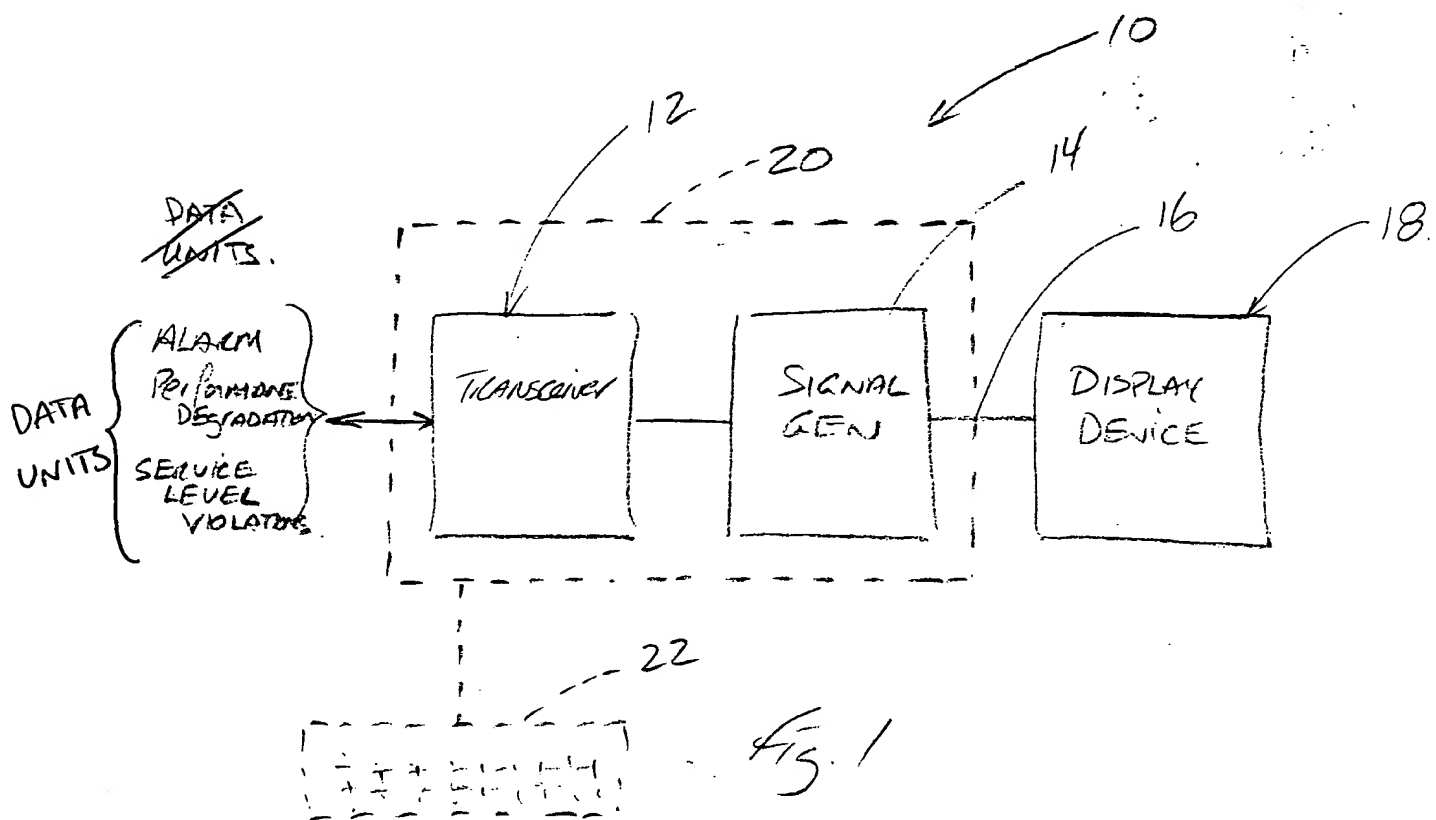
Respectfully submitted,



John W. Knox, Reg. No. 35,776  
SMART & BIGGAR  
Box 11560 Vancouver Centre  
2200 – 650 West Georgia Street  
Vancouver, British Columbia  
Canada V6B 4N8  
Telephone: 604-682-7295

ekb:JWK:cmm

Encl.: 7 sheets of drawings, bearing Figures 1-4, 10-12 with proposed amendments  
12 sheets of proposed formal drawings, bearing Figures 1-12



NOV 08 2000  
PATENT & TRADEMARK OFFICE

# Nortel Networks - Problem Manager

## Problem List

Problem	Violat	Alarms	Degrad	Cost	Time
Sonet: experiencing traffic loss, receive traffic not protected	9	8	10	4	1/3/00 14:39:48
Sonet: experiencing traffic loss, transmit traffic not protected	9	8	7	5	1/3/00 14:24:42
FR: subsystem failure, connections are down	9	23	14	3	1/3/00 14:16:31
ATM: logical path communication signal lost	8	22	14	5	1/3/00 14:13:38
Sonet: remote line has failed	4	8	6	5	1/3/00 14:11:34
Switching: trunk connections are down	9	11	24	4	1/3/00 14:15:09
Sonet: remote line has failed	8	14	4	4	1/3/00 14:32:23
ATM: logical path communication signal lost	6	10	9	5	1/3/00 14:44:51
Switching: trunk connections are down	4	8	7	5	1/3/00 14:21:20
ATM: subsystem failure, connections are down	9	8	10	4	1/3/00 14:52:24

## Cause and Correction:

Transmit Traffic is not protected on NE 294 OC3 G1s. The near-end optical card detected a problem on its transmitted optical signal.

## Document Reference:

432-3653-821-ubal

## Details

### Service Violations | Alarms | Performance Degradations

Customer	Cust. Service	Level	Metric	Delivered	Agreed	Penalty/Impact
Acura Canada	Frame Relay	Silver	Service Availability	95.2%	> 98.5%	\$300/sec
Air Canada	VPN	Gold	MTBF	2 days	< 5 days	\$500/sec
General Motors	Megaroute	Gold	Latency	168 msec	< 150 msec	\$80/sec
Joe's Garage	IP	Bronze	Dial Port Availability	93%	> 95%	\$25/sec
MicroCell Solutn	AMPS Trunk	Gold +	Service Availability	96.3%	> 99.5%	\$500/sec
Microcell Solutn	AMPS Trunk	Gold +	Network Availability	98%	> 99.9%	\$750/sec
National Post	Frame Relay	Gold +	Packet Loss	1.75%	< 0.7%	\$150/sec
Sears Canada	Frame Relay	Gold	Packet Loss	1.75%	< 1%	\$50/sec
Sympatico	IP VPN	Gold	MTBF	2 days	> 5 days	\$500/sec

9 SLA(s) total at last refresh: 02/02/00 14:35:22

Metric	Agreed	Penalty	Metric	Agreed	Penalty
Mean Time to Repair (MTTR):	< 5 hours	\$200/hr	Dial Port Availability:	> 95.0%	\$25/sec
Mean Time Between Failures (MTBF):	> 3 days	\$500/sec	End-to-End Latency:	< 150msec	\$80/sec
Network Availability:	99.7%	\$750/sec	Packet Loss:	99.7%	\$50/sec
Service Availability:	99.5%	\$500/sec	Discards:	< 0.8%	\$50/sec

## Contact Information:

Mike Bender  
Company Name  
732 Street St  
Ottawa, Canada  
K1k-2K2

Phone: (613) - 442 - 7278  
Cell: (613) - 367 - 8944  
Fax: (613) - 236 - 6746  
e-mail: mbender@company.com

Notes:

View Contract

Fig 2B

# Nortel Networks - Problem Manager

## Problem List

Problem	Violat	Alarms	Degrad	Cost	Time
Sonet: experiencing traffic loss, receive traffic not protected	9	8	10	4	1/3/00 14:39:48
Sonet: experiencing traffic loss, transmit traffic not protected	9	12	7	5	1/3/00 14:24:42
FR: subsystem failure, connections are down	9	23	14	3	1/3/00 14:18:31
ATM: logical path communication signal lost	8	22	14	5	1/3/00 14:13:36
Sonet: remote line has failed	4	8	6	5	1/3/00 14:11:34
Switching: trunk connections are down	9	11	24	4	1/3/00 14:15:09
Sonet: remote line has failed	8	14	4	4	1/3/00 14:32:23
ATM: logical path communication signal lost	8	10	9	5	1/3/00 14:44:51
Switching: trunk connections are down	4	8	7	5	1/3/00 14:21:29
ATM: subsystem failure, connections are down	9	8	10	4	1/3/00 14:52:24

Cause and Correction: Transmit Traffic is not protected on NE 294 OC3 G1s. The near-end optical card detected a problem on its transmitted optical signal.

Document Reference: 432-3853-821-ubal

## Details

### Service Violations Alarms Performance Degradations

NE-Name	Type	Unit	Reason	Severity	Time
1008 BoATM01	Com	Communi...	Rx AIS	CRITICAL SA	1/3/00 14:50:07
1008 BoATM01	Com	Communi...	commSubsystemFailure	MAJOR SA	1/3/00 14:50:29
1008 BoATM01	Com	Cell	LCD	CRITICAL SA	1/3/00 14:50:04
1008 BoATM01	Com	Near Path	degradedSignal	minor nsa	1/3/00 14:50:13
1011 CleoATM01	Com	Operator	Operational Cond	CRITICAL SA	1/3/00 14:52:24
1011 CleoATM01	Com	Operator	Operational Cond	CRITICAL SA	1/3/00 14:52:24
1011 CleoATM01	Com	Communi...	commSubsystemFailure	MAJOR SA	1/3/00 14:52:43
514 CleoATM01	Fac	OC3 G4	Rx AIS	warning nsa	1/3/00 14:52:32
1008 BoATM01	Com	Cell	LCD	CRITICAL SA	1/3/00 14:50:04
1008 BoATM01	Com	Communi...	Rx AIS	CRITICAL SA	1/3/00 14:50:07
1008 BoATM01	Com	Near Path	degradedSignal	minor nsa	1/3/00 14:50:13
1008 BoATM01	Com	Communi...	commSubsystemFailure	MAJOR SA	1/3/00 14:50:29

19 Alarm(s) total at last refresh: 02/02/00 14:35:22

Refresh Now

Alarm Type: communications

Acknowledged by: liqiang

Reason

Component: Lp2 Sonet/0 Path/0

Display: bmerhfb:0.0

Alarm: critical

Hostname: bmerhfb

Time: 1/3/00 8:43

Loss of Frame. Loss of Cell deliniation has been detected. Check the cabling and configuration.

Fig 3B

# Nortel Networks - Problem Manager

## Problem List

Problem	Violat'	Alarms	Degrad'	Cost	Time
Sonet: experiencing traffic loss, receive traffic not protected	9	8	10	4	1/3/00 14:39:48
Sonet: experiencing traffic loss, transmit traffic not protected	9	12	7	5	1/3/00 14:24:42
FR: subsystem failure, connections are down	9	23	14	3	1/3/00 14:16:31
ATM: logical path communication signal lost	8	22	14	5	1/3/00 14:13:38
Sonet: remote line has failed	4	8	6	5	1/3/00 14:11:34
Switching: trunk connections are down	9	11	24	4	1/3/00 14:15:09
Sonet: remote line has failed	8	14	4	4	1/3/00 14:32:23
ATM: logical path communication signal lost	6	10	9	5	1/3/00 14:44:51
Switching: trunk connections are down	4	8	7	5	1/3/00 14:21:29
ATM: subsystem failure, connections are down	9	8	10	4	1/3/00 14:52:24

Cause and Correction: Transmit Traffic is not protected on NE 294 OC3 G1s. The near-end optical card detected a problem on its transmitted optical signal.

Document Reference: 432-3853-821-ubal

## Details

### Service Violations | Alarms | Performance Degradations

NE-Name	Unit	Metric	Actual	Threshold	Network Service	Time
Blue-HawkRTR	cli-ab	BECN	592	615	Frame Relay	1/3/00 14:51:55
321 TerranceTN	DS1 G10 2	Line Rx ES	900	800	Sonet Backbone	1/3/00 9:15:01
582 BallyRTR	cli-ac	Marginal Call Rate	10%	10%	VoIP	1/3/00 14:13:23
352 JaneRTR	cli-ad	Unaccept Call Rate	3%	4%	VoIP	1/3/00 14:52:12
474 BankRTR	cli-aa	Unaccept Call Rate	7%	7%	VoIP	1/3/00 10:37:42
241 RockTN	DS1 G10 2	Line Rx ES	900	800	Frame Relay Ch.	1/3/00 9:16:43
352 UpsideRTR	cli-ad	Unaccept Call Rate	3%	4%	VoIP	1/3/00 9:16:49

7 Performance Degradation(s) total at last refresh: 02/02/00 14:35:22

### Performance Degradation Graphical Details:

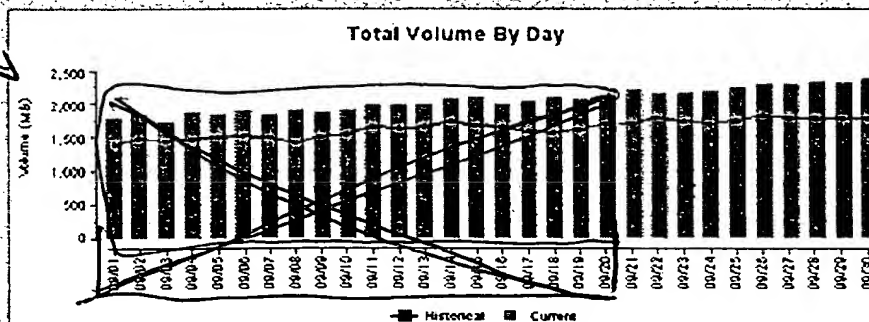


Fig 4B

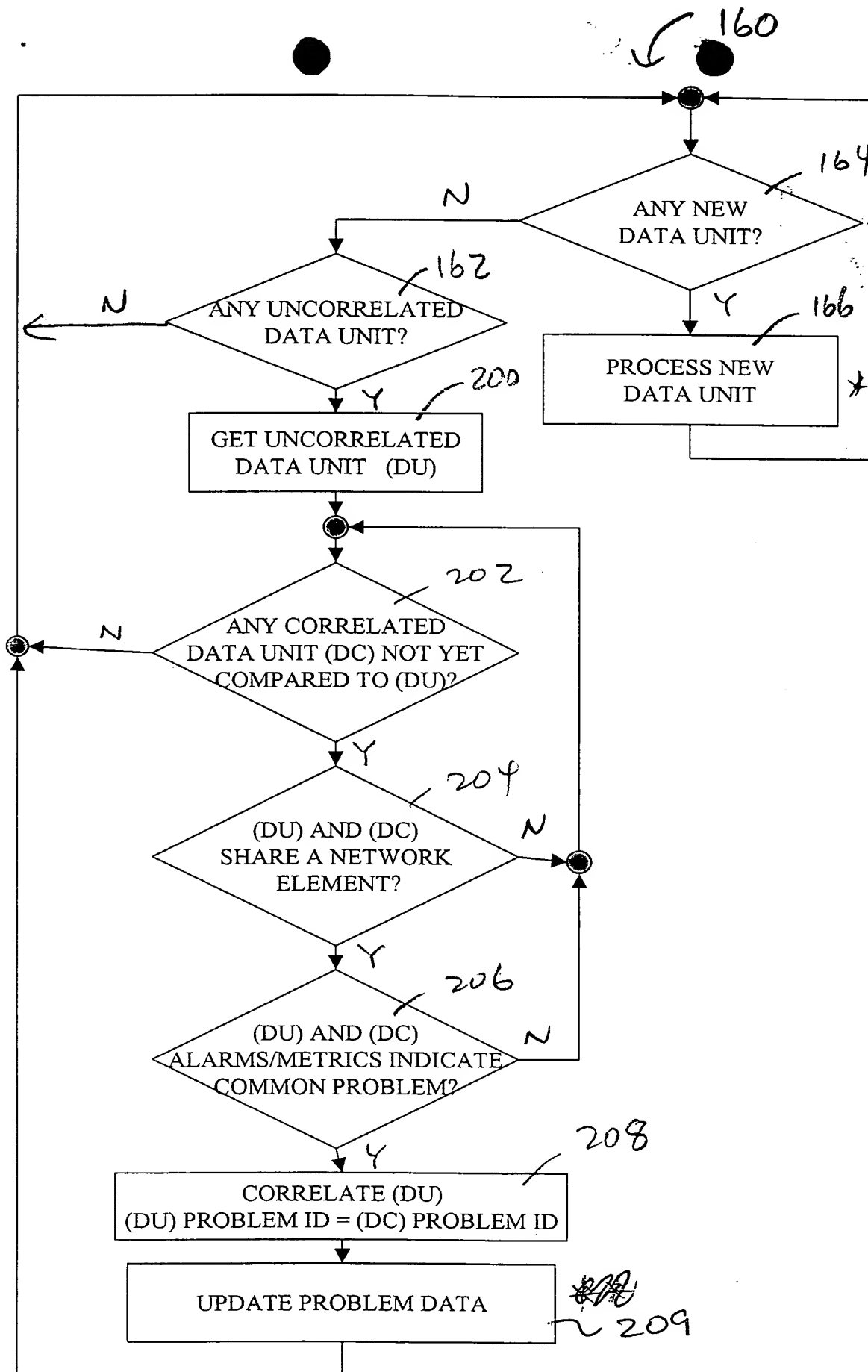


Fig 10

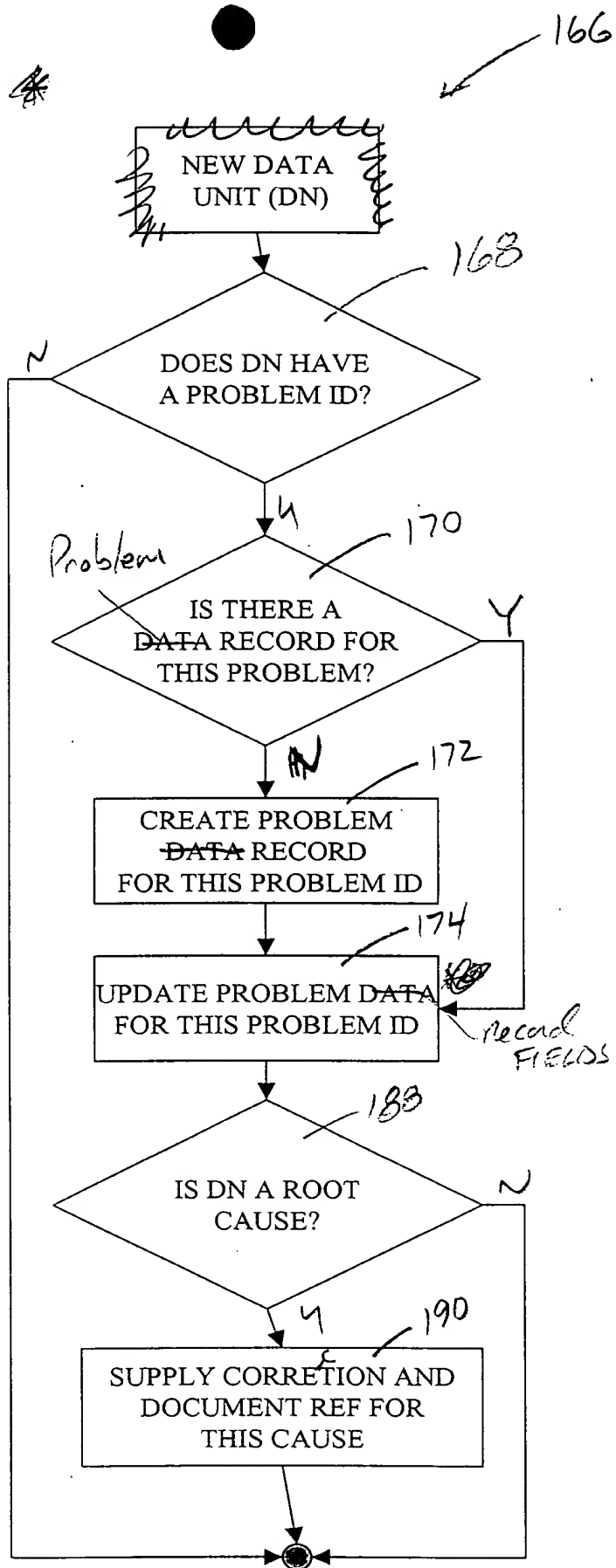


Fig 11



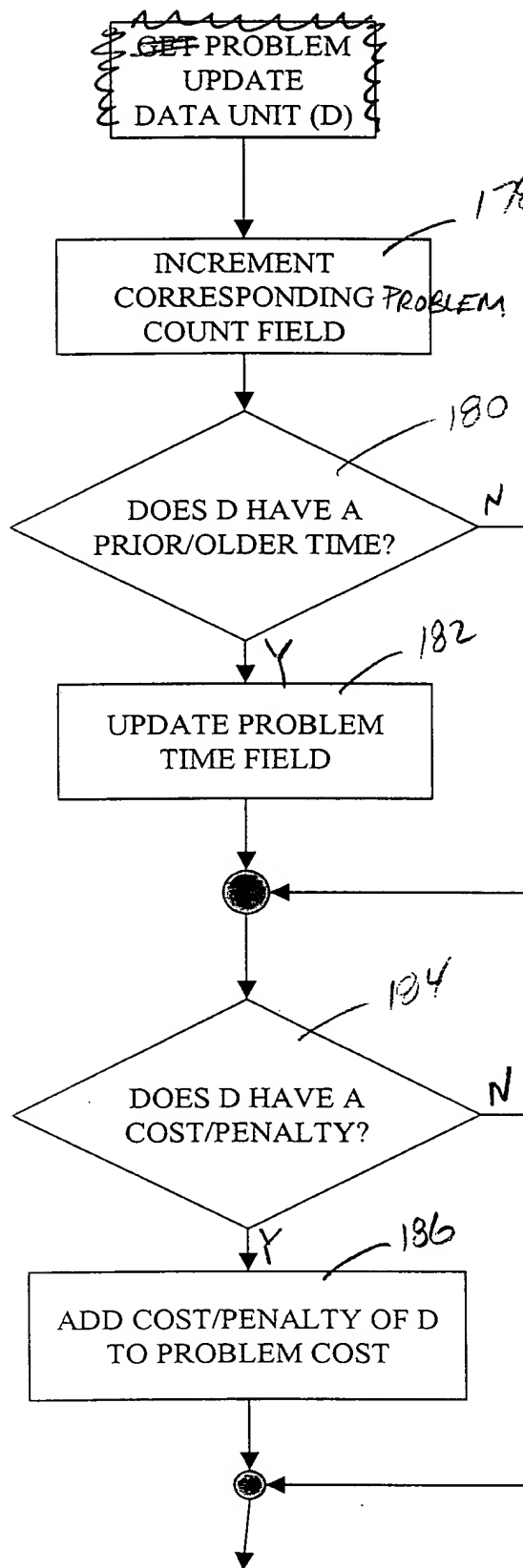


Fig 12